How OrthoGrace Dental **uncovered hidden inefficiencies** and **transformed their practice with Adit**

Meet OrthoGrace Dental

Ortho Grace Dental, a small but mighty family-owned practice in Northridge, CA, was juggling multiple software platforms like RevenueWell, Dental Intel, LocalMed, and Weave—leading to rising costs and growing inefficiencies. Though they weren't actively seeking a change, a call from Adit prompted Office Manager Yvette Medellin to take a demo out of curiosity. What she discovered was eye-opening: the practice was losing valuable time, money, and efficiency by sticking with the status quo.

Challenges

Missed Calls = Missed Revenue: Calls went unanswered, and potential patients slipped through the cracks.

Manual Payment Posting Was Time-Consuming: Processing payments required extra steps, creating unnecessary admin work.

Lost Marketing Opportunities: Without targeted outreach, they missed easy chances to bring back patients.

Results

10%
Increase in returning patient visits due to easier reactivations

40%
new patient bookings Adit's Online Scheduling

76%
Reappointment rate thanks to automated texting

91%
High treatment acceptance rate after streamlining operations

Faster payments with automatic posting
- no more manual reconciliation

I didn't think I had a problem, but during the Adit demo, I saw just how much I was wasting—money, time, and opportunities to connect with patients. That was a big wake-up call.

Yvette Medellin
Co-owner & Office Manager

Life before Adit

OrthoGrace Dental used Weave before Adit. However, Weave became increasingly costly, with added features driving their monthly bill beyond $800 without delivering matching value. Manual processes, like spending entire Fridays posting payments, drained time and energy, while frequent missed calls led to lost patient connections. Additionally, without mass texting, even simple updates—such as doctor absences or office closures—required individually messaging patients, making communication frustrating and inefficient.

> Last spring, when my husband [the practice's doctor] got sick, I had to cancel patients while sitting in a hospital waiting room," said Yvette. "With Adit, I just sent a mass text instead of messaging each one individually. If that had happened before Adit, it would have been a nightmare! It also helps during slow periods - I can reach 500 patients instantly instead of manually printing unscheduled appointments from Open Dental.

Adit to the rescue

Switching to Adit's all-in-one platform transformed OrthoGrace Dental's operations, streamlining communication, scheduling, and payment processes. By adopting Adit, OrthoGrace Dental has enhanced efficiency, strengthened patient relationships, and built a more profitable, stress-free practice.

> When a Spanish-speaking patient calls, I do my best, but sometimes I miss things. Now, I can replay the call for the doctor, and we make sure nothing was missed.

The transformation

01 10% More Patients Through Reactivation

Using Adit's Patient Lists feature enabled Yvette to re-engage patients who hadn't been in for a while, leading to a noticeable boost in appointments.

> In the last six months, we've seen a 10% increase in patient visits just from reactivations.

02 Faster, Easier Payments

Adit Pay eliminated the need for manual payment posting, saving valuable time and reducing errors.

> I had to reconcile every single payment manually. It took so much time, and there were constant errors. Now, payments post automatically to the ledger. It's a game-changer!

03 Better Patient Communication with Call Tracking

Call tracking allowed Yvette to revisit conversations, especially those with Spanish-speaking patients, and ensure no details were missed, leading to better service and patient satisfaction.

For OrthoGrace Dental, Adit wasn't just about cost savings—it was about improving patient experience and practice efficiency.

> It's not just about the money saved—it's about how much better we serve our patients. We communicate smoother, payments are easier, and scheduling is more efficient. You can't afford NOT to switch.